

MEALS ON WHEELS VOLUNTEER INFORMATION

Meals on Wheels is a program of Senior Services Inc. of Wichita. Our organization is a not for profit that is dedicated to offering programs that allow older adults to lead quality lives.

We deliver around 850 meals Monday-Friday. These are divided among 75 routes each day! Around 50 of the most frail or isolated are served on the weekends. Catholic churches handle weekend delivery.

Our main purpose is to provide a nutritionally balanced meal to people who qualify so they can remain healthy and in the community. However, your contact during delivery is equally important to people who might not see anyone else during the day.

Who does Meals on Wheels serve?

The majority of our clients are 60 or older. Around 70 disabled clients under age 60 are also served.

Qualifying for meals is based on nutritional need not financial need. Individuals must have difficulty preparing nutritious meals on a daily basis due to health problems, safety concerns or issues of confusion. Their ability to leave their home must be limited.

We do not discriminate based on race, religion, color, national origin, sex, gender, age or disability.

The program is funded by: Older Americans Act, U.S.D.A., State of Kansas, Sedgwick County, United Way and private/client donations.

Meal route pick up locations:

Senior Services	200 S. Walnut	Hours: 10-11:15 am
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Alternate sites: (based on availability)

Trinity Presbyterian Church	2258 Marigold	Hours: 10-10:45am
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St James Episcopal Church	3750 E. Douglas	Hours: 10-10:45am
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Picking up the Meals

At the main location, 200 S. Walnut, you can park in the lot on the east side of the building. Enter the door off the parking lot to pick up your route.

The volunteer coordinator will be there to assist you and answer questions. You will sign in and pick up your route sheet. A staff member will pack your cold items in a bag and your hot meals in a thermal meal carrier. Each name on your route sheet receives one cold bag and one hot meal.

No Pork Days- when you see “It’s a Pork Day” at the top of your route sheet and names are highlighted with No P in front of them, then please make sure we pack a “no pork” meal for these people. We offer “no pork” meals to people who need them for religious reasons.

Emergency/Weather and Holiday Meals- we provide shelf stable or frozen meals before holidays and winter weather. This assures our clients have something to eat when we do not deliver. A notice will be attached to your route sheets on these days. Staff will help pack these up for you and then you deliver one to each person on your route.

A route usually takes an hour or less to complete. Meal delivery should be completed by 1 pm to ensure proper meal temperatures. If you are unable to complete your route by 1 or have to stop mid-route, please notify the office or volunteer coordinator.

Routes without drivers or “open routes” are posted on the bulletin board. If you have extra time and would like to take one, just notify the coordinator and sign on the clipboard.

Delivering the meal at the door

When you arrive at the client’s home, please knock and ring the doorbell. When they answer, we say “Meals on Wheels”. They should be able to take the meal from you there.

Follow the delivery instructions in the comments section on your route sheet. Deliver the route in any order that works for you. Please mark off addresses as you go to ensure that everyone receives a meal. Routes can change on a daily basis. Remember-most of our clients are slow and hard of hearing, please give them around 5 minutes to get to the door.

Do not honor notes from the clients or enter homes unless the client’s instructions indicate “knock and enter”. If the route sheet indicates that you should enter, then knock and call out from the door. The client should call out and then you enter.

Meals cannot be left outside or unattended unless instructed by the office. If the client leaves a note with instructions to take the meal somewhere or leave the meal, please do not follow these-just call the office. We've had clients who were gone for weeks and another person ate the meal. Meals are only funded for the people who are listed on your sheet. You can give the meal to someone else on the route, sample it or dispose of it.

The health department does not allow pets around the food or undelivered food back in our kitchen. In addition, please do not deliver food if the food container is not sealed.

If you are short a meal, call the office (can leave a message). Please do not purchase food as it will not meet 1/3 of the daily requirement.

If the client does not answer, you do not need to check with neighbors. They might not know the neighbor or want the neighbor to know they're on meals. Also, this might pose a safety issue for you. Just call the office to report a "no answer" and a Meals on Wheels case worker will check on the client and notify their contacts. A yellow "no answer" note can be left in the client's door to let them know we were there.

For your safety and the clients', please do not pick up a client who has fallen. Also, for your safety use universal precautions by avoiding contact with blood or body fluids. If you feel the situation is an emergency, call 911-then notify the meal office. In non-emergencies, call the meal office at 267-0122.

Due to time constraints/meal temperatures, clients are told that you will not have time for a lengthy visit at the door. If you and the client would like a longer time, please make that person your last stop.

Return meal carriers to the meal volunteer area when you are delivering again. If your next scheduled delivery is more than a month, please return the carrier after your delivery or when you're in the area.

Report any injuries/dog bites to the office.

Do not put yourself in any situation that you feel is unsafe. Leave and report this to the office.

Once you've finished delivering, please shred your route sheet for client safety.

Remember to alert the Meals on Wheels office by calling 267-0122 (message on machine acceptable) for the following:

- You cannot deliver a meal for any reason; for example, the meal is dropped, shortage of meals/cold sacks, unsafe situation or the client doesn't answer the door.
- The client is leaving notes with delivery information on their door or asking you to run errands.
- If the client's circumstance or condition has changed; for example, family/people are frequently there, the client acts differently (confused) or has injuries.
- You are unable to deliver your route on a scheduled date.

Volunteer Time Off

If you are unable to deliver your route on your scheduled day, please contact the office as soon as possible. If you're going to be out for an extended time, we will do our best to hold your route!

Volunteer and client safety is a top priority for the Meals on Wheels program. Please let us know if there is anything about your volunteer experience that concerns you.

Thank you so much for volunteering with Meals on Wheels! We could not do it without your help!